

**Superior Court of CA, County of Siskiyou**  
**Assessment Project:**  
**Reengineering Project Description**  
July 1, 2002

Task 1: Form Reengineering Work Teams. [Month 1]

- Form court-wide team.
- Form division teams.
- Prepare final project work-plan.
- Review and assign project activities.
- Identify links to strategic planning effort.
- Identify links to broader performance measurement effort.

Task 2: Conduct Process Reengineering Seminar. [Months 2 – 3]

- Introduce process reengineering and continuous quality improvement.
- Review fundamental principles.
- Review and practice with assessment tools and techniques.
- Review lessons for starting process.
- Review methods for maintaining momentum.

Task 3: Chart Existing Critical Work Processes. [Months 3 – 6]

- Conduct process cause and effect analysis.
- Prepare process sequence flow-charts and matrix sheets.
- Review processes relative to goals and broader court strategic direction.
- Review inter-actions among work processes.

Task 4: Reengineer Work Processes. [Months 7 – 12]

- Conduct simplification assessment.
- Prepare revised work process flow-charts and descriptions.
- Review proposed work process revisions with court stakeholders.

Task 5: Conduct Change Process Seminars. [Month 13]

- Introduce notion of change and change processes.
- Introduce organizational culture framework.
- Describe and assess Siskiyou County Superior Court organizational culture.
- Develop change and alignment strategy.

Task 6: Assess Infrastructure Implications of Reengineered Work Processes.  
[Months 13 – 15]

- Map infrastructure currently used to support existing work processes.
- Map desired infrastructure.
- Identify infrastructure deficiencies.
- Identify critical infrastructure changes required to support improved work processes.
- Develop infrastructure improvement strategy.

Task 7: Prepare Process Improvement Implementation Action Plans.  
[Months 14 –16]

- Prepare flow charts showing work process changes.
- Document change and alignment strategy.
- Document infrastructure improvement strategy.

Task 8: Prepare Guidebook to Process Reengineering In Siskiyou County.  
[Months 15 –16]

- Prepare final guidebook.

Task 9: Monitor Change Process Implementation. [Months 17 – 28]

- Establish monitoring mechanisms.
- Conduct quarterly progress assessments.
- Conduct annual progress review.